



Working with us:
Senior Policy Officer
(Energy Poverty)

Job Pack – September 2022



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A note from our CEO, Derek Mitchell

“Thank you for your interest in joining the Citizens Advice Scotland team. Our employees play a critical role in helping to make society fairer, and in supporting our network of Citizens Advice Bureaux across Scotland.

We hope this pack will give you the information you need to decide if a role with us is right for you. We rely on each member of the team to bring their own unique skills, experience, views and commitment to our goals – it’s that combination which makes our organisation what it is.

The Citizens Advice network in Scotland provides much-needed advice and information to people of all walks of life, on a huge range of issues. We give a piece of advice every 19 seconds – face to face, online and by phone. The services we and our members provide make a difference in communities across Scotland and the rest of Great Britain, ensuring people are aware of their rights. It’s a powerful thing to be part of.

We look forward to hearing from you if you decide to apply, and to learning more about what you can bring to this role, and to the team.”



Derek Mitchell, CEO
Citizens Advice Scotland



About Citizens Advice Scotland

The Citizens Advice network in Scotland is the largest independent advice service in the country. Citizens Advice Scotland is a charity within this network – we act as a national organisation supporting and representing the service as a whole and the interests of citizens.

At the heart of the network there are 59 individual citizens advice bureau organisations across Scotland, all operating as independent charities in their own right, and generally focusing on providing support directly to clients. Each of these organisations is a member of Citizens Advice Scotland. Also providing significant added value are the national elements of the service run out of Citizens Advice Scotland, such as the Extra Help Unit.

We believe that every citizen should have access to free, impartial and confidential advice that helps them make informed decisions, whenever they need it and however they choose to access it. Whether that's face-to-face, over the phone or online, people know that wherever they see the familiar blue and yellow of our brand, they are guaranteed the same high quality of free, impartial and confidential advice.

Citizens Advice Scotland is committed to promoting diversity and inclusion. We offer a range of family friendly, inclusive employment policies and flexible working arrangements to support all our staff. We are also committed to equality of opportunity for all and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

Find out more at www.cas.org.uk.

Employee Benefits

Our people are our greatest strength and make Citizens Advice Scotland a great place to work. We place our people at the forefront of everything we do, and we offer a wide range of benefits to show how much we value everyone who works for us.

Work-life balance



- > **35 hour full time working week with flexible working opportunities**
- > **Flexitime system**
- > **Options for Blended Working:** please discuss options as part of the recruitment process)
- > **Generous leave:** 30 days annual leave + 10 days public holiday

Health and wellbeing



- > **Occupational Sick Pay:** up to 6 months full pay and 6 months half pay dependant on length of service
- > **Life Assurance Scheme:** financial security and reassurance for employees and their families.
- > **My Gym Discounts:** join gyms, health clubs, leisure centres, yoga studios, boot camps and outdoor activities at a discounted rate.

Financial benefits



- > **Pension scheme:** save for your future with an 8% employer and 4% employee contribution.
- > **Capital Credit Union:** access ethical financial services with a credit union membership.

Other benefits



- > **Generous Maternity, Adoption and Paternity Pay**
- > **Season ticket loans:** take out an interest-free season ticket loan to save on travelling to and from work
- > **Salary sacrifice schemes:** Various schemes including Cycle to Work and Home Technology schemes.

About the role

- > **Job title:** Senior Policy Officer (Energy Poverty)
- > **Location:** Edinburgh office (with options for Blended Working)
- > **Hours per week:** 35 hours per week/part-time requests will be also considered

- > **Type of contract:** Permanent
- > **Job Level and Salary Scale:** Level 4, £28,505 - £34,840 per annum*

*The successful candidate's salary will be determined in line with their skills and experience. New employees are normally appointed at the lower end of the salary scale and potential candidates should not expect to be appointed above the midpoint of the salary scale.

- > **Closing date:** 19th October 2022
- > **Interviews:** 3rd and 4th November

In this role you will take the lead across our energy poverty policy. Your focus will be ensuring Citizens Advice Scotland is responsive in the face of the energy crisis and you will raise awareness of fuel poverty faced by CAB clients, advocating for change at a national level. In addition to this you will lead on work ensuring Scotland meets its climate change mitigation and fuel poverty targets by ensuring a just transition to net zero that is inclusive, person-centred and adaptable, and where possible, protects consumers from experiencing detriment and ensures redress.

You will use your policy skills to influence at a national level and will represent the views of CAS on relevant Government groups as well as influencing decision makers pro-actively. Working alongside the Policy Officer you will develop excellent relationships with the CAB network, developing their capacity to respond to the just transition on behalf of their clients.

This role offers you the opportunity to work at the heart of supporting Scotland's largest independent advice network and to make an invaluable contribution to citizen's lives.

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About the team

The Impact team has access to the incredible wealth of data generated by CABx as well as social policy feedback. This enables us to develop policy that is evidence based and grounded in the experiences of CAB clients. We use this, along with our knowledge

of national policy, to engage with policy makers across Parliament, Government and stakeholder organisations to influence change. We do this to inform and empower individuals and communities and to change policy, law and practice.

Our goals are:

- To improve standards of living
- To increase equality
- Empower individuals to help themselves
- To build a better future.

Our impact teams are Financial Health, Stronger Communities and Social Justice. This role sits within Social Justice which is responsible for policy on social security, housing and employment and there are many opportunities to work collaboratively across the different areas.

*This role is based in our Edinburgh office. Since the beginning of the COVID-19 crisis the majority of CAS staff have been working from home, but we have now started a transition back to the office and expect all staff to be attending the office in some capacity from the end of May 2022. CAS have introduced a blended working policy to allow our employees to balance their time attending the office with time working from home, and the number of days you will be expected to attend the office each week can be discussed as part of the recruitment process. Candidates should be prepared to attend the office on their first day for an induction, and to attend the office thereafter as required.

How to apply

To apply for this role, please send completed copies of the **Personal Details Form**, along with your current **CV** to: recruitment@cas.org.uk

In addition, we ask you to provide a **written statement** with examples which demonstrate how you meet the requirements of the post, as set out in the job description and person specification.

Equality & diversity monitoring

To help Citizens Advice Scotland monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form **separate** from your other application documents by emailing it to: equalitymonitoring@cas.org.uk



Job description

- > **Position:** Senior Policy Officer (Social Justice)
- > **Responsible to:** Policy Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

- > Develop and deliver projects to deliver social change in the area of responsibility as outlined in the Citizens Advice Scotland Impact Workplan
- > Build and maintain a strong working knowledge of policy issues and be responsible for the development of Citizens Advice Scotland's policy positions on all aspects of the assigned policy area
- > As part of the policy team, build awareness of external policy developments to identify relevant policy issues and advocacy targets to further Citizens Advice Scotland's strategic priorities
- > Build and maintain effective relationships with stakeholders in the relevant policy area, including politicians, senior government officials, regulators, other voluntary organisations, academia and business
- > Ensure work delivered is rooted in the experiences of people living in communities across Scotland, including those seeking information and advice through the Citizens Advice network
- > Engage Citizens Advice network appropriately with the work and provide support and development for the network that adds value
- > Ensure that work undertaken is in line with the Impact Framework, and the correct tactics are selected for the delivery of the outcomes allocated to specific projects; these include: research, policy development, advocacy, campaigning, working with the network and communications
- > Assume responsibility for ensuring the successful delivery of the assigned projects on time and on budget and report regularly on progress to the relevant Policy Manager
- > Work to a high standard producing outputs such as reports, consultation responses, briefings and other submissions. Items delivered should be of a high quality and reflective of the Citizens Advice Scotland and bureaux' brands, as well as being appropriate, evidence-based, timely, relevant
- > Contribute to creating an innovative, fast paced, supportive team culture which builds greater individual accountability by proactively contributing ideas and taking responsibility for the delivery of work and own personal development
- > Undertake the delivery of Workplan activities where required, including:

- > Analyse qualitative and quantitative data from a wide range of sources including the case recording system, in order to produce regular evidence-based, high quality reports and content to inform policy development, raise issues of concern, identify trends and new areas of need and undertake advocacy
- > Respond to consultations, prepare written briefings for politicians, give oral evidence at parliamentary committees and prepare submissions to Scottish and UK Parliaments promoting Citizens Advice Scotland policy positions
- > Produce research in the interests of Citizens Advice Bureaux' clients / current and future consumers, using a range of different methodologies
- > Work closely with colleagues to develop and deliver campaigns and communications materials that effectively further Citizens Advice Scotland's objectives, and promote the development of capacity for local policy work in bureaux
- > Be an ambassador for Citizens Advice Scotland, carrying out media interviews as required, and speaking at relevant events to promote Citizens Advice Scotland's policy positions
- > Develop and nurture external partnerships
- > Prepare papers and participate in the Policy Forum as required

Accountability and Decision Making

- > Responsible for determining Citizens Advice Scotland's policy positions in their policy area, based on evidence and subject to sign off by the Policy Manager and Strategic Lead
- > Has autonomy to formulate new projects, and represent the organisation (either in the media or in other public settings) in their policy area, as designated by the Policy Manager or Strategic Lead
- > Alongside the Policy Manager, provides expert insight and advice in their policy area
- > Responsibility for delivery of work assigned to them by the Policy Manager on time and within allocated budget
- > Responsibility for managing projects and pieces of work for their policy area independently, with minimal supervision.

Problem solving and Complexity

- > Problem solving and role complexity will be mostly around analysing the potential impact of changes in policy practice and legislation.
- > Expected to manage multiple and competing projects and to prioritise effectively within the parameters of the Impact Workplan.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post.

Person specification

Knowledge, skills and experience

- > Relevant degree or equivalent professional experience or qualification
- > Demonstrable knowledge and understanding of relevant policy areas across the UK and Scotland, including any associated regulations
- > Analytical thinker with an ability to generate policy positions and advocacy plans
- > Demonstrable experience of influencing external policy/decision making
- > Experience of analysing policy documents and writing reports outwith academic studies
- > Experience of liaising with parliamentarians in both private and public meetings
- > Thorough knowledge of policy making spaces at UK and Scottish level coupled with political acumen
- > Ability to effectively interpret quantitative and qualitative data
- > Excellent written and oral communication skills including:-
 - An ability to analyse complex material and present the results in a clear and concise easy to understand and accessible manner
 - An ability to effectively represent the views of the organisation to internal and external audiences
- > Good judgement and ability to work independently and manage own workload while remaining alert to the need to consult with and update senior staff as appropriate
- > Ability to work as part of a complex team and equally to take the initiative and work with minimal supervision

Desirable

- > Experience of working with the media
- > Experience of managing research projects outwith academic studies
- > Knowledge of the voluntary and/or advice sectors

www.cas.org.uk



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The Scottish Association of Citizens Advice Bureaux – Citizens Advice Scotland. Scottish charity (SC016637) and company limited by guarantee (89892)